Welcome Aboard...

The Merrimack Valley Regional Transit Authority (MVRTA) is your public transportation service. The MVRTA serves the northeast corner of Massachusetts with over 1 million miles of scheduled bus -routes.

Washington Square Transit Station, Haverhill

Bordered on the north and east by the state of New Hampshire and the Atlantic Ocean, the MVRTA bus service includes Andover, Amesbury, Haverhill, Lawrence, Merrimac, Methuen, Newburyport, North Andover, and Salisbury. The Authority also provides service to the Kennedy Transfer Center in Lowell for connections with the Lowell Regional Transit Authority.

At the MVRTA, we constantly strive to make your transit experience pleasant and make sure you arrive safely and on time.

For Schedule Information Visit:

www.mvrta.com

Point. Click. Ride.

or Call:

978-469-6878

BUS SERVICE CUSTOMER GUIDE

MVRTA

When Can I Ride?

The MVRTA operates Monday through Sunday. The MVRTA will operate on the following holidays: Martin Luther King Day, Presidents Day, Patriots Day, and Veterans Day on a Saturday\ Sunday schedule. Service is not provided on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, and Christmas Day.

Please take the time to read this Bus Service Customer Guide as it will familiarize you with the MVRTA and make your traveling easier.

Is There Access For Persons with Disabilities?

It is important to note that all MVRTA buses are equipped with wheelchair ramps or lifts as well as kneelers. Each bus can carry up to two persons in wheelchairs at one time. We may not be able to accommodate you if your wheelchair or scooter is longer than 48 inches or wider than 32 inches or if your total weight with your wheelchair exceeds 600 pounds.

Service animals are allowed on MVRTA buses.

All MVRTA information will be produced in a large print, audio format, and braille upon request.

Where Can I Get Information?

1. You may visit the Transit Centers which serve as customer information centers where you can obtain complete schedule, route, and fare information and make various types of utility payments. An MVRTA customer service representative will be happy to assist you in planning your trip.

Washington Square Transit Station
12 Washington Square
Haverhill, MA 01830

Buckley Transportation Center
295 Common Street
(Corner of Common St. & Amesbury Street)
Lawrence, MA 01840

2. Call us at the MVRTA office at **978-469-6878** or toll free at **877-308-7267** between the hours of 8:00 AM and 5:00 PM, Monday through Friday.

3. Send an email to the Marketing Department at marketing@mvrta.com.

4 All of our maps, schedules and other information cam be found online at www.mvrta.com.

5. Follow us on Facebook and Twitter.

6. Download our MVRTA App.

7. Information is also available through traditional mail:

MVRTA
85 Railroad Avenue
Haverhill, MA 01835 (at the MVRTA office)

Complete fare, route and schedule information is always available online.

www.mvrta.com

Point. Click. Ride.

Riverwalk, Haverhill

Lawrence General Hospital, Route 34

Nicholas Costello Transportation Center, Amesbury, Routes 51 and 54

The Loop, Route 01

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How Do I Wait For The Bus?

Please wait on the correct side of the road that the bus will be traveling as defined by the schedule. As the bus approaches, simply wave to the bus driver who will then stop in a safe location so that you may board the bus.

Although the bus driver will stop for customers along the route, there are certain locations that are not safe to stop and are identified as “no stop” zones on the schedule. Please make note of the “no stop” zones so that you can find an ideal location to wait for the bus.

Northern Essex Community College, Route 51, NECC SHUTTLE

The number of each bus route and the destination is displayed on a large sign above the windshield of each bus as well as at the top left of the front entrance door.

Another customer friendly feature of MVRTA buses is the Talking Bus that designates route numbers and destinations at various stop locations.

How Do I Pay My Fare?

Your fare can be paid either in cash or by using the MVRTA Charlie Card (also the MBTA Chalie Card).

Cash

When you first board the bus, place the fare into the farebox. Although paying the fare with exact change is encouraged, you may insert an amount that is more than the required fare. In this case, the farebox will automatically issue you a change card for the overpayment. These change cards are not redeemable for cash, but can be used to pay fares in MVRTA fareboxes.

Charlie Card

When you board the bus, simply tap your card to the orange target on the farebox. The proper fare will be deducted from your card.

Half Fare Charlie Cards

Passengers requiring a half fare card (people with disabilities, seniors, students – 18 and under) must have their photograph taken at a transit center which will be printed on the back of a Charlie Card for you to use.

Any state issued ID which includes your date of birth may be used as proof of age to qualify for a half fare Charlie Card. Passengers who wish to apply for a disability Charlie Card must fill out an application at a transit center or send a request in writing to the MVRTA. Passengers with a valid MediCare Card can show it to get a disability Charlie Card. Students must show a valid student ID for a student Charlie Card. A valid Medicare card may be used as proof of age and\or disability to qualify for half fare.

Fare Structure

Passengers will receive a discount for using a Charlie Card!

Cash Fares

Adult	$1.25
Senior/Disabled/Student	$0.60
Salisbury Beach	$2.00
Senior/Disabled/Student - Salisbury	$1.00
Hampton Beach	$3.00
Senior/Disabled/Student – Hampton	$1.50

Day Passes

1 Day Pass	$3.00
1 Day Pass (1/2 Fare)	$1.50

Charlie Card Fares

Adult	$1.00
Senior/Disabled/Student	$0.50
Salisbury Beach	$2.00
Hampton Beach	$3.00

Monthly Passes

Adult	$30.00
Senior/Disabled/Student	$15.00

Commuter Bus

Cash Fare	$5.00
Charlie Card Fare	$4.00

All Day Passes

All day passes allow one passenger unlimited rides for the entire day. When boarding the MVRTA bus, simply advise the operator that you would like to purchase an All Day Pass. The Pass will then be issued directly from the farebox once you deposit the appropriate fare. When using the All Day Pass you will simply insert your pass into the ticket slot each time you board the bus throughout the day. Cash must be used to purchase an All Day Pass.

Ways to Use Your Charlie Card

Stored Value works similarly to a debit card. You can put money on it at a farebox on a bus or at a transit center. It can be used anywhere that accepts Charlie Cards including the MVRTA, LRTA, and MBTA. If you are adding value to your card on a bus, you must inform the driver of your intentions so that he/she can set the farebox properly. You can add up to $100 on a full fare Charlie Card or up to $40 on a half fare card.

Monthly Passes can be added to your Charlie Card at a transit center. You can have a monthly pass for 2 different transit agencies on your card at one time. MVRTA monthly passes are valid for 31 days after the first use.

Where To Buy Passes

Charlie Cards can be reloaded at the following Transit Centers:

Buckley Transportation Center
295 Common Street
Lawrence, MA 01840
(978)688-8903

Washington Square Transit Center
12 Washington Square
Haverhill, MA 01830
(978)372-3900

What is a Transfer?

Depending on your final destination, you may need to travel on more than one bus. As long as you are traveling in the same direction you may transfer to your second bus for free.

If you are paying with cash, pay your fare on the first bus and ask the driver for a transfer. (Transfer must be requested when boarding.) When boarding the next bus, insert the transfer card into the ticket slot of the farebox.

If you are paying with a Charlie Card, a transfer will automatically be loaded onto your card. Tap the card again on the next bus and no value will be deducted from the card.

All transfers are valid for 90 minutes. If you are using a Tap and Ride Card and then next bus you are transferring to will take longer than 90 minutes, ask the driver to print you a paper transfer ticket so that the next driver can verify the ticket and you will not be charged again.

It is important to note that transfers are only good on one continuous trip to another connecting bus. They are not valid on the return trip.

Transfers are only allowed at the following locations:
Amesbury – Costello Transportation Center
Andover – Old Town Hall, Doctor’s Park
Haverhill – Washington Square Transit Station
Lawrence – Buckley Transportation Center
Lowell – Robert B. Kennedy Transfer Center

Boston Commuter Bus

The MVRTA Boston Commuter Bus from Andover, Lawrence, Methuen, and North Andover will get you to Government Center, Park Square, Copley Square, and more Monday through Friday mornings with return service in the afternoon. You can also use a Charlie Card on this service. 10 Ride Commuter are also available for purchase on any MVRTA Boston Commuter Bus.

For more information go to www.mvrta.com

How To Get Off the Bus

When you see that the bus is nearing your destination point, you should press the signal tape that runs vertically between the windows to let the driver know that this is where you want to get off. Please wait until the bus stops completely before leaving your seat. Then proceed to either the front or rear exit being sure to use the handrail when descending the stairs.

While On Board

The following is a set of guidelines and etiquette that we ask our customers to help ensure that we can provide you with safe and efficient service.

When boarding the bus please take a seat if one is available and remain seated while the bus is moving.

Federal law requires that the MVRTA designate the front seats in the area of the entrance door for use by senior citizens and persons with disabilities if they desire. We ask that you comply with this requirement.

Please listen to instructions that may be given by the bus driver.

Read informational passenger notices that may be posted on the bus. Such passenger notices are posted behind the driver’s seat. Customer information signs that outline fares and transfer policy are also posted on buses.

Proper attire to include shirts and shoes are required while traveling on all MVRTA vehicles. Ice skates, roller blades, and roller skates are not permitted to be worn on the bus. If you are traveling with such items please ensure that they are secured preferably inside a bag or backpack.

State law prohibits any child stroller, package, or other items from blocking the aisle. We ask that you comply with this requirement for customer safety. Please keep your hands and head inside the bus and remain clear of opening and closing doors.

Bike Policy

Bicycles are allowed on buses; however there are some rules that apply:

- Bicycles will only be allowed on buses if space is available. A max of two (2) bicycles may be transported at one time.
- Bicycles must be secured at all times. Passengers are responsible for securing it to the wheelchair restraint system.
- Passengers are legally responsible for any damage to the bus and/or any injury or damage to other passengers or MVRTA personnel that could result in bicyclist negligence.
- All passengers under 16 years of age must be accompanied by an adult in order to board the bus with a bicycle.
- If the wheelchair restraint system is needed to accommodate a passenger who is disabled, the bicyclist must remove the bicycle and disembark the bus. In the event that this should occur, the MVRTA will make every effort to accommodate the bicyclist and if necessary, reimburse the fare paid.

Some Simple Rules

Please abide by these rules while on board an MVRTA bus:

- Don’t smoke or chew tobacco
- Don’t eat or drink
- Don’t play a radio, iPod, or MP3 player
- Don’t use loud or offensive language
- Don’t be boisterous or push or scuffle
- Don’t put your feet on the seats, seat backs, or walls
- Don’t leave trash on the bus
- Don’t hang out the windows
- Don’t bring animals, except service animals, on the bus
- Don’t bring weapons or hazardous materials aboard
- Don’t bring bulky items which might interfere with the operation of the bus or with the movement or comfort of other passengers

Drivers will ask customers who do not observe the rules to leave the bus. Local police assistance will be obtained if required.

Lost & Found

If you have lost something on the bus, give us a call at **(978)469-6878** between the hours of 8:00 AM and 5:00 PM Monday through Friday. You may either select option 2 (bus schedule and route information) or simply wait on the line to be connected to a customer service representative.

A customer service representative will then transfer you to the appropriate department.

If calling after business hours or on the weekend, please leave a message in the general voicemail and a representative from the appropriate department will respond to you the next business day.

The MVRTA will retain all found items for a period of 30 days.

The MVRTA is not responsible for lost or stolen articles.

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